

STUDENT EXPERIENCE COMMITTEE



Minutes of the meeting held on 8 February 2017

- Present: The Pro-Vice Chancellor (Academic), (Professor N. Ward) (in the Chair), the Director of Student and Academic Services (Dr A. Blanchflower), the Director of Student Services (Dr J. Sharp), the Director of Information Services (Mr J. Colam-French,), the Academic Director of Taught Programmes (Dr C. Matthews), the Academic Director for Postgraduate Research Degree Programmes (Dr N. Watmough), the UEA Communications Officer (Ms F. Taylor), the representative from the Faculty of Medicine and Health (Mrs J. Barker), the Undergraduate Education Officer of uea|su (Mr T. Antoniou Phillips), the Activities and Opportunities Officer of uea|su (Mr J. Zilch), the Postgraduate Education Officer of uea|su (Ms M. Colledge), the Campaigns and Democracy Officer of uea|su (Ms A. Rust), the Welfare, Community and Diversity Officer of uea|su (Ms J. Swo)
- In attendance: the uea|su Chief Executive (Mr J. Dickinson), for Minute 28, the BIU Market Research Assistant (Ms J. Hardy), the Head of Student Services (Ms J. Amos)
- Secretary: the Learning and Teaching Manager (LTS) (Ms M. Pavey)
- Apologies: the University's Market Research Manager (Ms R. Price), the Academic Director of Learning and Teaching Enhancement (Mrs H. Gillespie), the Independent Member of Council (Mr J. Clayton), the Director of Estates (Mr R. Bond), the Head of Student Services, INTO (Mr S. Duckworth)

26. MINUTES

Confirmed
the minutes of the meeting held on 24 November 2016

27. MATTERS ARISING

Recording of lectures and group based activities

Arising from Minute 15.5, International Student Experience Report (recording of lectures and group based activities) the Academic Director of Learning and Teaching Enhancement had reported to the Chair that she now had information on how the Universities of Leeds and Essex approached lecture capture. She was also collating information on where in the University lecture capture was already taking place. She and the Director of Student and Academic Services will scope out a project on the actions required to progress the initiative.

28. ARRIVALS EXPERIENCE OF NEW STUDENTS 2016-17: SUMMARY OF FINDINGS FROM FOCUS GROUP DISCUSSIONS

Considered
the confidential outcome of focus group discussions with new students on their experience of arrivals in 2016 and possible actions that could be taken in response to issues identified as needing action within the report (A copy is filed in the Minute Book, ref. SEC16D021) (The BIU Market Research Assistant advised members that, overall, the arrivals experience of students taking part in the focus groups was very positive. Suggested areas for improvement focused around information on banking, access to IT and clarity

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on what were and were not official UEA induction events. Finding their way around the campus and meeting people on their course during induction week were also raised. The cost of participating in sporting activities was an area of concern.

(In its detailed consideration members

- i. were advised that the all the issues raised in the report were being considered by the Welcome and Induction Group, the Arrivals Group and the Start of Year Group;
- ii. discussed the pro's and cons of having a week zero for induction activities;
- iii. reflected on the findings of the uea|su's survey of 365 new students in week 1;
- iv. heard that the UEA active programme runs £1 drop in sessions for some sports and some sports clubs run free trial sessions before requiring students to pay.

RESOLVED

that the Chief Executive of uea|su will provide data to the Academic Director of Taught Programmes on from the uea|su survey of new students in order to ascertain whether the HUM transitions initiative impacted on answers provided by HUM students.

29. UNION OF UEA STUDENTS: STUDENT EXPERIENCE REPORT 2016

Considered

an update on actions being taken by the University arising from recommendations made in the uea|su Student Experience Report 2016 (A copy is filed in the Minute Book, ref. SEC16D022)

(In its detailed discussions on the University responses to the recommendation the following issues were considered:

- i. arising from A4 the campus is being zoned as part of the 2017/18 timetabling exercise in an effort to cut down on journey times between back to back lectures;
- ii. arising from A6 the BIU has run surveys for HSC students on their experience of their placements;
- iii. arising from B3 ways in which student printing costs might be reduced were considered. There is an increasing amount of content in Blackboard which should make accessing resources to support learning easier. However, more training on working in a digital environment might be beneficial to students.
- iv. arising from B5 the size of a group is taken into account when timetabling. Any examples of where groups are timetabled into rooms too small for the number of students should be reported to the University's Timetabling Manager, Mr Nigel Shed;
- v. arising from C1 relating to diversity and inclusivity in teaching, the Chair reiterated that the most appropriate place to address inclusivity in the curriculum was at School and course level. SSLCs are also a relevant forum for dialogue with students about curriculum content. In addition, the new course proposal process asks Schools to reflect on the ability of different groups to engage in a course;

- vi. arising from C3, when the new Widening Participation Manager takes up her post one of her roles will be to extrapolate data on international and home/EU BME students and carry out analysis to inform future strategies;
- vii. arising from D3, student living costs it was agreed that the recommendation from the report would be fed into the Student Financial Support Group for its consideration.
- viii. arising from F2, institutional financial information available to students, the Chair noted that there is an annual financial statement which outlines the University's income and what this is spent on. Further consideration will be given to how this might be made available.

Secretary's note relating to iv above: following a request from uea|su representatives to share the data and outcomes from the survey with them, the University's Market Research Manager subsequently confirmed that it had been provided to the uea|su in the preceding week.

RESOLVED

- 1) arising from iii. above the Secretary will investigate whether most dissertations can be submitted electronically and two copies provided to the School;
- 2) also arising from iii. above the ADLTE, Faculty Librarians, uea|su representatives and representatives from the Learning Enhancement Team will be asked to consider whether there is scope to include more on digital literacy as part of students' induction.
- 3) arising from iv. above uea|su will work to ensure that any problems with room capacities or facilities are formally reported;
- 4) arising from v. above the Chair will amend recommendation C1 to reflect the role of the School and the course in ensuring inclusivity in the curriculum;
- 5) where appropriate, timescales for completion of actions will be added to the document

30. IMPACT OF THE GROWTH IN STUDENT NUMBERS ON THE STUDENT EXPERIENCE 2017/18 AND 2018/19

Considered

the University's plans to accommodate the growth in student numbers in 2017/18 and 2018/19 (A copy is filed in the Minute Book, ref. SEC16D027).

RESOLVED

- 1) the uea|su Campaigns and Democracy Officer will update the student involvement section of the document;
- 2) consideration of social learning spaces will be added;
- 3) the impact of a growth in student numbers on demand for student welfare services will be kept under review;

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- 4) the Director of Student and Academic Services will arrange for data on the growth in student numbers to be provided to staff in uea|su by the Director of Finance and Planning;
- 5) the revised document will be considered at the next meeting of SEC.

31. SEXUAL VIOLENCE, HARASSMENT, ASSAULT AND HATE CRIMES: CHANGING THE CULTURE IMPLEMENTATION GROUP

Received

an oral update on the work of the University's Changing the Culture Implementation Group

(The Director of Student Services advised members that the first meeting of the group will look at implementing the recommendations in the UUK report on sexual violence, harassment, assault and hate crimes. The first task of the group will be to set up a wider community safety group, drawing on a large number of external partners. The progress of the group will be reported at each meeting of SEC.)

32. STUDENT SPORT COMMITTEE GOVERNANCE & TERMS OF REFERENCE:

Considered

proposed terms of reference and governance arrangements of the Student Sport Committee (A copy is filed in the Minute Book, ref. SEC16D024)

(The Chair advised the Committee that the Student Sport Committee is now a university committee which falls within the remit of the Student Experience Committee. Members were being asked to consider and approve its terms of reference and governance.

RESOLVED

- 1) that the Chief Executive of uea|su will rewrite some of the governance responsibilities to ensure there is a focus on participation across the University and reflects that sport is also undertaken because people have an interest in health and fitness;
- 2) that a report from the committee will be considered annually at the last SEC meeting of the academic year;
- 3) that the terms of reference and governance be approved subject to the minor amendments noted in 1) above.

33. UPDATE ON PROGRESS RELATING TO THE INTERNATIONAL STUDENT EXPERIENCE

Received

an oral update on work being undertaken in relation to the international student experience

(The Deputy Head of Student Services outlined a number of initiatives being undertaken by the International Student Advisor Team in SSS in support of international students. These include support for visa applications for 616 students, student support representatives and a buddy scheme, language support and conversation club. She noted that ensuring the international student voice is heard in the evaluation of services is very important.

34. UPDATE FROM THE STUDENT SUPPORT SERVICE

Considered

the progress made to date against the Student Services' Plan of Work (A copy is filed in the Minute Book, ref.SEC16D025)

(The Director of Student Services advised members that good progress was being made in implementing the plan. For example the draft Mental Health and Wellbeing Policy statement was also most complete and would be circulated for comment across the University before being submitted to the April meeting of SEC.)

RESOLVED

that the plan of work will updated to include key performance indicators and timescales for completion of actions and tasks.

35. ISD LIBRARY REPORT

Received

a summary report from the Director of the UEA Library (A copy is filed in the Minute Book, ref. SEC16D26)